

# Waste & Materials Management Program

Consistency Initiatives – Solid Waste  
Plan Review & Inspections

August 9, 2016



# Program Goal is Consistency

- Procedures
- Fees
- Access to staff and supervisors
- Level of service
- Standards
- Timeframes
- Decisions

# Challenges for Consistency

- Decentralization of staff (multiple locations, multiple supervisors)
- New staff and supervisors with varying degrees of experience
- Tight budgets for training, travel
- Uneven documentation of decisions
- Complex rules
- Exercising discretion and flexibility
- New information and technological advances

# WMM Consistency Initiatives

Increased use of focused teams:

- Landfill Team
- Non-Landfill Solid Waste Team
- Recycling Team (Responsible Unit contact)

# WMM Consistency Initiatives

## Renewed focus on training

- Landfill Training Team
- Improved plan review meeting format and notes (semi-monthly meeting, monthly call)
- Non-Landfill Solid Waste Team training (quarterly meeting, monthly call)
- Landfill inspection training and guidance
- Coordinator involvement in training new staff
- Looking for additional training opportunities with increase in new staff

# WMM Consistency Initiatives

## Plan Review Experts

- New objectives for facility inspections/fieldwork with engineers and hydrogeologists
- Better process for tracking decisions

## Facility Reassignments

- Hydrogeologists inspecting small C&D landfills
- Crossing regional boundaries
- Working with different supervisors

# WMM Consistency Initiatives

## Accountability

- Recognition of inconsistencies
- Standardized performance objectives

## Procedures

- Submittal intake and invoicing process
- Landfill annual report review & invoicing
- Expedited plan modification guidance
- Signatory authority updates

# Continuing Efforts

## Plan Review Experts & Program Coordinators

- Additional review for non-routine decisions (potentially precedent setting or complex)
- Coaching and mentoring
- Agenda development for team training/meetings

## Approval Templates

Internal and external guidance development

Improving data management systems

Application templates for non-landfill facilities



# Working Together to Improve Consistency

- Avoid looking to other staff for a different answer; bring to supervisor instead
- Identify potential precedent setting changes explicitly
- Do not hesitate to discuss concerns

*Do you have specific concerns or examples of problems relating to consistency?*

